CardVisor® ID Scanner

Hardware User Manual - Edge

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About This Document

This document describes how to use the CardVisor® ID hardware – the first part of the manual focuses on the built in software and the latter part contains specific instructions for the 2D Bar Code Reader Cradle.

This document should be used in conjunction with the Handspring Visor user manual (on the Handspring CD or available on-line at Handspring.com), and the CardVisor Software User manual that details installation and use of PC data transfer software.

What's in the box

Bar Code Reader & Magnetic Stripe Version (Non-Portable Version)

1. CardTool® Reader with CardVisor® software installed in flash memory.
2. Bar Code Reader Cradle (Non-Portable) with AC charging adapter
3. Handspring Visor Edge Handheld computer
4. USB Hotsync™ charging Cradle
5. Green Handspring CD with Palm Desktop software and HotSync Manager
6. TokenWorks® White CD with User Manuals and VIP/Banned list utilities

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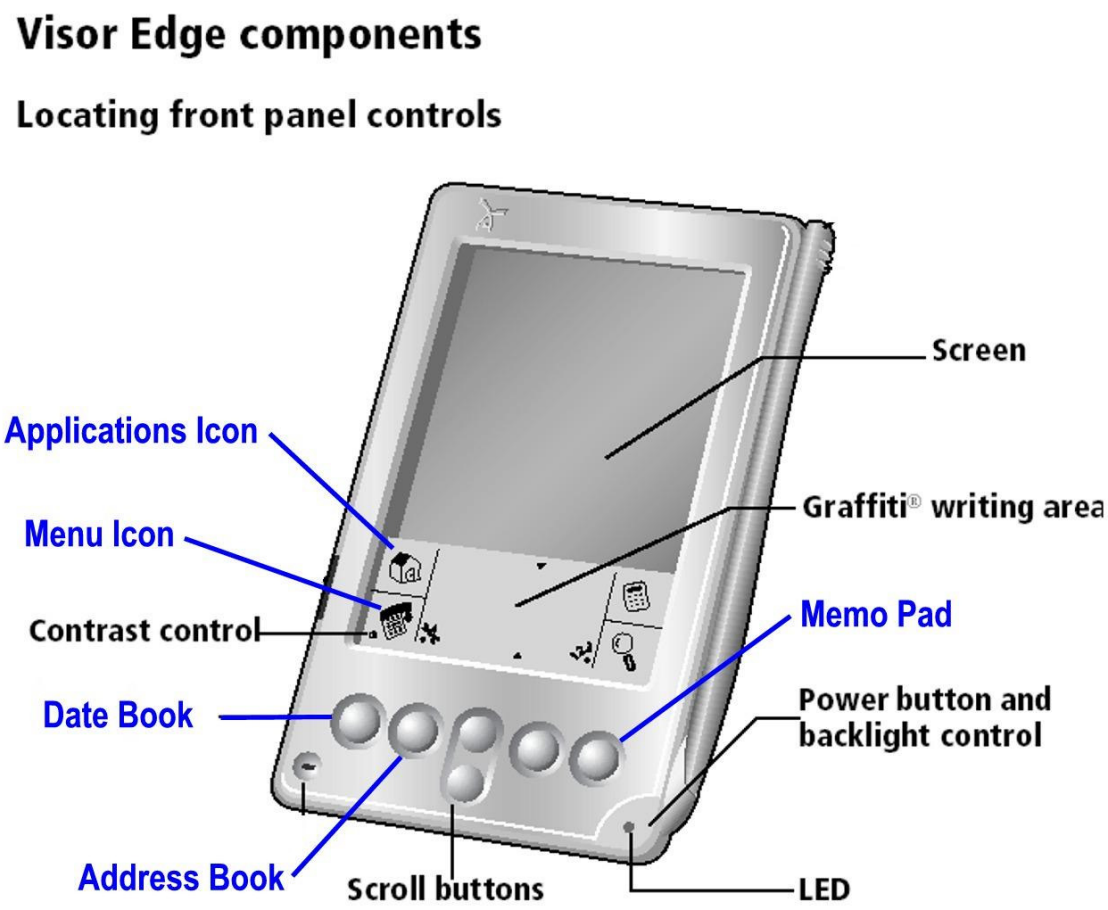
Handspring Visor Button & Icon Layout



Shown are the buttons and icons referred to throughout this manual. Note the location of the Date Book button, Menu icon and Memo Pad button.

Inserting the CardTool

To insert the CardTool, align the unit with the Handspring expansion slot (see figure 1) and gradually insert the unit. It should insert smoothly until it makes contact with the expansion slot stops. Do not force the unit into the expansion slot. If resistance is significant, withdraw CardTool and ensure there are no foreign objects in the expansion slot and that CardTool is properly aligned with the Visor expansion slot, then try again.

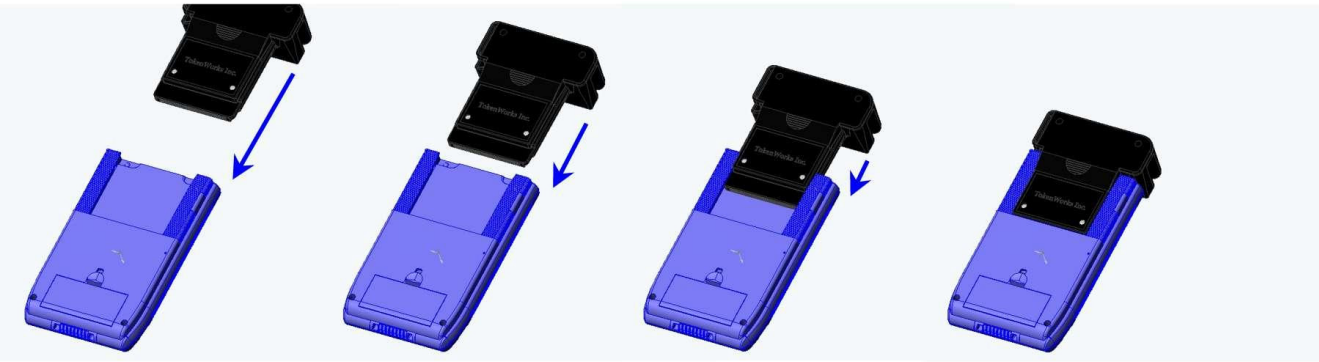


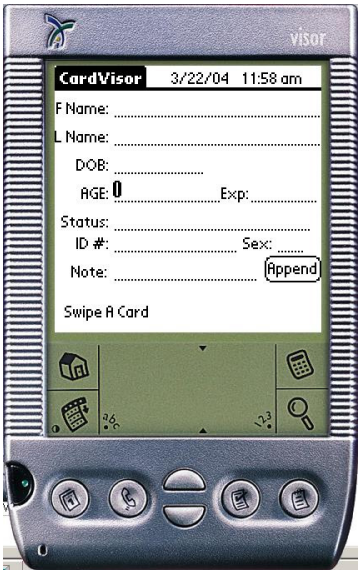
Figure 1 – CardTool Reader inserting into Handspring Visor Springboard expansion slot

CardVisor Application Installation

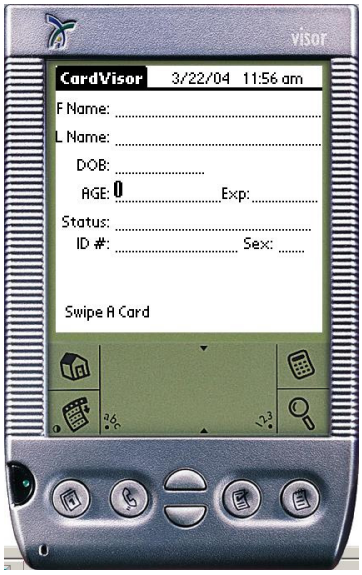
The CardVisor software is stored in the flash memory of the CardTool reader and automatically launches after plugging in the CardTool reader into the handheld. A welcome screen appears which instructs the user to press the Date Book button to launch the main screen of CardVisor magnetic stripe application (shown below). If the bar code reader cradle is installed, then pressing the Address Book button will launch the bar code version of CardVisor.

It is VITAL to check the date and time displayed in the top right corner of the screen. If the date is not correct, then the calculated age will be incorrect! To set the date/time, click on the Applications Icon (looks like a small house in the graffiti area), then click on the 'Prefs' icon. Tap on the box, which contains the date or time, and then follow the prompts to change. Details also provided in the Handspring User guide.

Make Sure Date & Time at the top of the form is current



CardVisor III & IV Main Screen



CardVisor I & II Main Screen

Main Screen Description

The main screen is where the magnetic card data and status is displayed after each swipe. At the bottom of the screen is a dialog box where user messages such as "Swipe Again" are displayed.

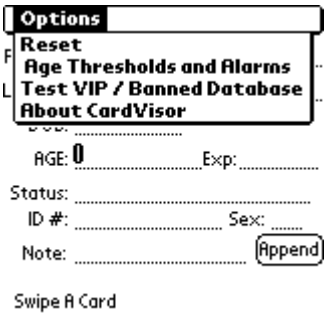
Swiping a Magnetic Card

1. With the CardVisor application running on the Handspring Visor, hold the unit in your left hand (if you are a lefty, hold the unit in your right hand).
2. Using the other hand, hold the drivers license with the MagStripe facing towards you and swipe the card towards your body. The above illustration is for a right-handed person.
3. Ensure that the magnetic card's edge remains in full contact with the base of the card slot, swipe the card completely through the card slot.
4. It does not matter which way the card is swiped, but it is important that the card is not skewed / tipped during the swipe. Skewing occurs if the card is tilted or lifted as it is swiped through the slot.
5. The CardVisor age verification software will display the drivers license information on the screen after a successful swipe and store the data in the Visor memo pad application.

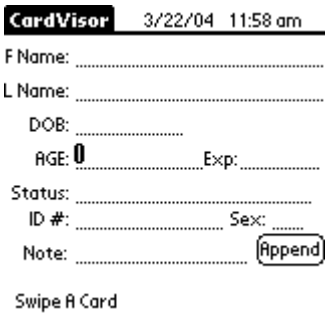
Tip: Try a few practice swipes, hold the magnetic card in the center and maintain pressure on the bottom edge of the card as it travels through the slot. Experiment with the speed and orientation. Some find it easier to hold the Handspring Visor with the screen facing left or right and swiping the card vertically through the card slot.

CardVisor Options Menu

The Options menu is used to configure the software. To access it, click on the Menu Icon, just below the Application icon (small house in the graffiti area -see previous diagram). Depending on the version of CardVisor software, there are three or four items on the Options menu. The Reset option will re-initialize the CardTool hardware. If the unit is not responding to a card swipe, try the reset option. If successful, the "Swipe A Card" message will be displayed. If not, see the trouble shooting section in this document.



Options Menu of CardVisor
CardVisor I and II do NOT have the 'Test VIP/Banned Database' item



Screen After Reset Command

The 'About CardVisor' displays information on the application and its developer. The 'Age Threshold and Alarms' item sets the age thresholds for various alarm events, alarm sounds, and display options. See the Age Threshold and Alarm section in this document for additional details. The 'Test VIP / Banned Database' item is present in CardVisor III & IV and should be run whenever a new Banned/VIP database is loaded into the handheld.

What is the Graffiti Area?

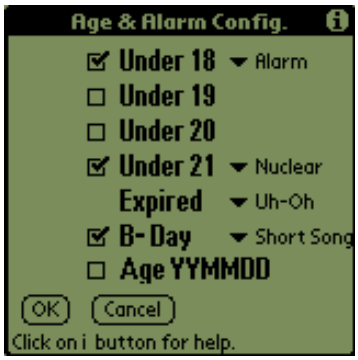
The Graffiti writing area is divided into two parts: one for writing letters, and one for writing numbers. The little "abc" or "123" at the bottom corners of the Graffiti writing area tell you where to write letters or numbers. You can also tap the "abc" or "123" to bring up the onscreen keyboard.

Age Threshold and Alarms

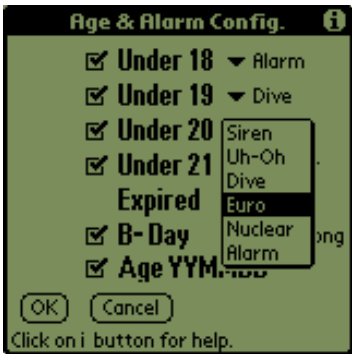
The Age Threshold and Alarm screen configures at what age CardVisor will alarm at and what alarm sound will be played. There are six sounds available for the under 18, under 19, under 20, under 21, and expired license conditions. After selecting a new sound, CardVisor will play it before updating the display.

The Expired alarm may not be disabled, only the alarm sound may be changed. The Happy Birthday song may be disabled by un-checking the check box. If checked, one may select either the long or short version of the Happy Birthday. The Visual indication of a birthday will be displayed on the main screen status line.

If the Age YYMMDD item is checked, then the age will be displayed in years months and days. This allows one to see how close somebody's birthday is and wish them a pre-happy birthday. If un-checked, then the age is displayed just in years.



Under 18 and Under 21 age alarms configured.



Pop Up menu for Under 20 Alarm

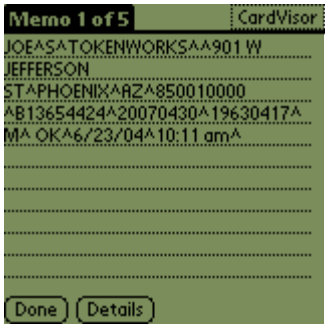
Happy Birthday Song – Long or Short Version

Memo Pad

Press the Memo Pad Button to see the stored license data. Tapping on each line will provide a detailed view of the swiped license data. The driver's license data is parsed and stored as Memos in *MemoPad* application (built-in Palm OS application) under the *CardVisor* category. Shown below is a list of Parsed transactions on the main *MemoPad* screen. On the right is the detailed data showing the following parsed information; First, Middle, Last Name, Title (Jr., Sr., II, 3rd, etc.), Address, City, State, Zip, Driver's License number (0213654424), Expiration date (YYYYMMDD), Date of Birth YYYYMMDD of birth, Gender (M/F), the status of the swipe (OK, Under 18, Under 19, ID Expired, etc.), and the scan date & time. Also shown are the field separator characters (^), used when importing the data into programs like Microsoft ACCESS or Microsoft Excel.

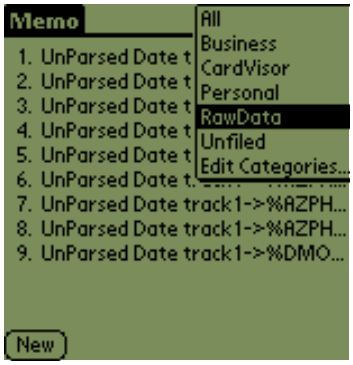
MemoPad showing all memo Categories

Parsed Data in CardVisor Category



Individual Memo showing parsed data

In addition to the parsed data, an unparsed record is also stored in the MemoPad application under the *RawData* category. This provides a convenient method to cross check the parsed information, provide technical feedback to TokenWorks and verify additional fields from the driver's license..



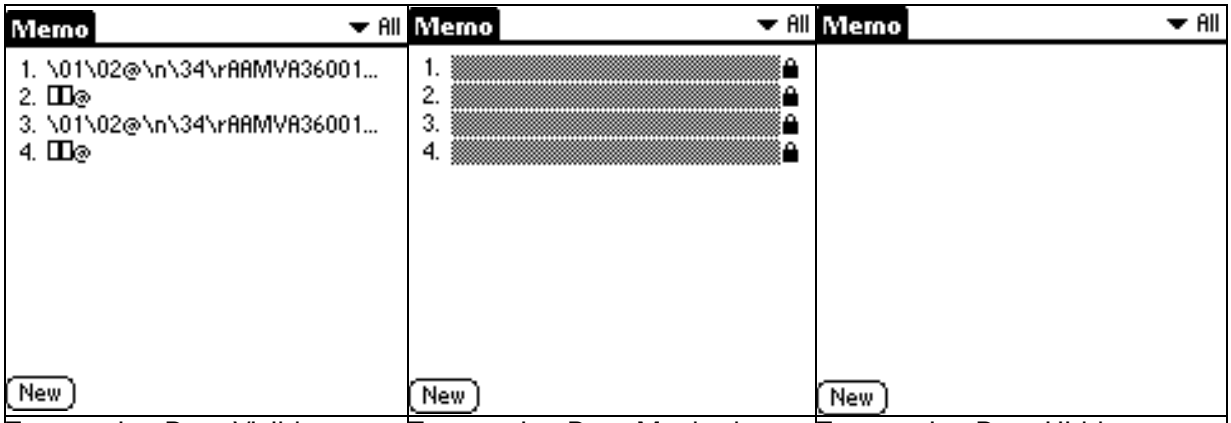
Unparsed Data in 'RawData' Category

Individual Memo showing unparsed data

Before a new Memo is stored in MemoPad, the last memo is compared to the new pending Memo. If it is identical in every respect, including the date and time stamp, then the new memo is not stored. If the new Memo differs in just the time, it is still stored. This feature prevents redundant Memos for the same license swiped repeatedly in succession.

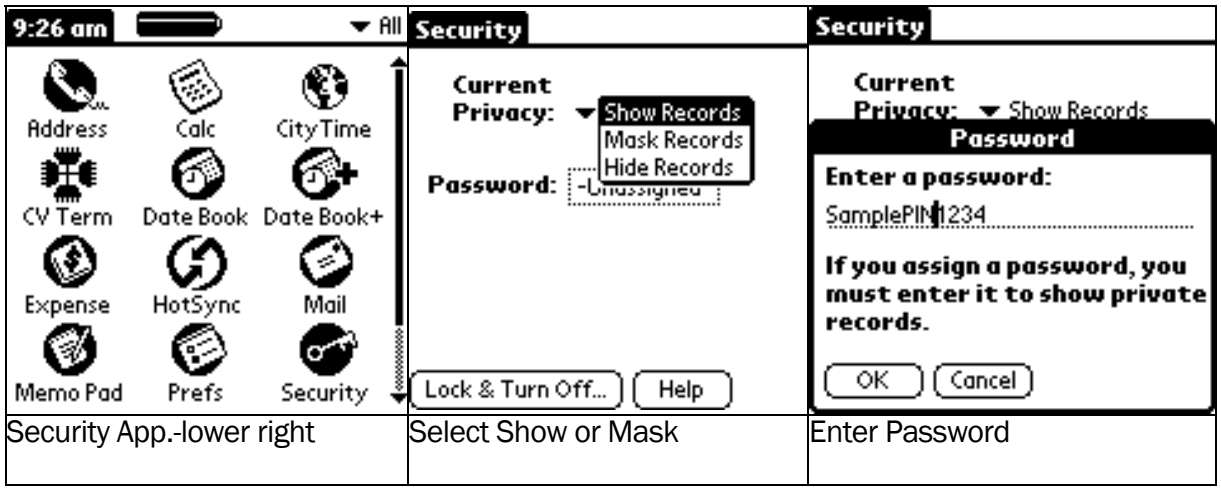
Protecting ID Scanner Data

This feature should be used with caution as forgetting the PIN code will require erasing all saved transaction data. Drivers License Transaction data records are stored as Memos (in MemoPad application) and are marked *Private* by the CardVisor software. They may be *hidden* or *masked* by entering a user selected PIN code via the security application (old fashion key icon on home screen). Shown below is what the transaction data stored in MemoPad look like when *masked* or *hidden*.



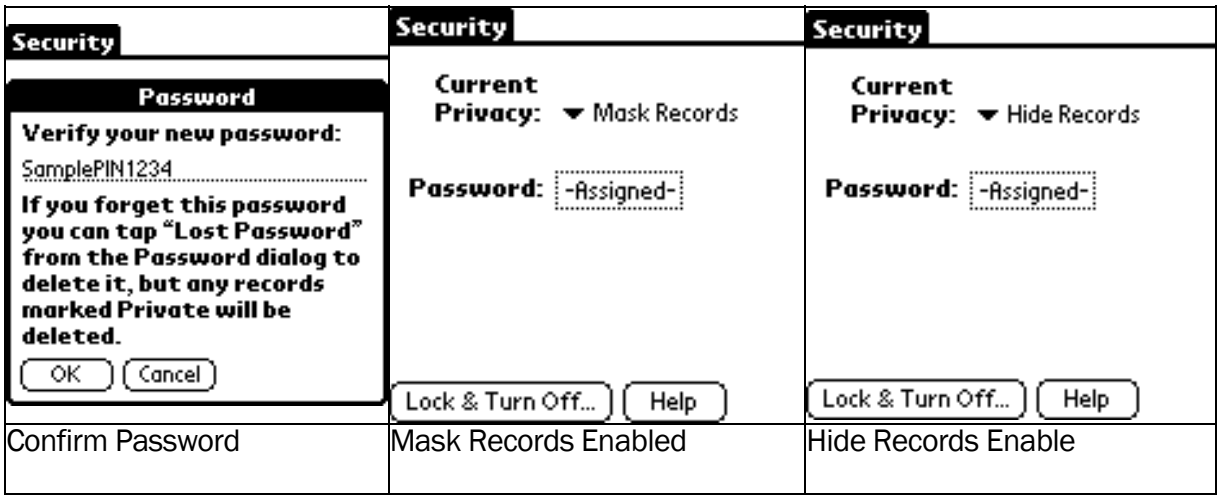
Transaction Data Visible	Transaction Data Masked	Transaction Data Hidden

To set the PIN code, select the Security Application (shown below) from the Home screen. Then select *Mask Records* or *Hide Records* from the Current Privacy Menu. Selecting either will prompt a Password or PIN code to be entered, which must then be confirmed.



Security App.-lower right	Select Show or Mask	Enter Password

Note: If the PIN code or Password is forgotten, there is no way to recover it via the standard security application. Resetting the Password will delete all the transaction data. Use this feature with caution.



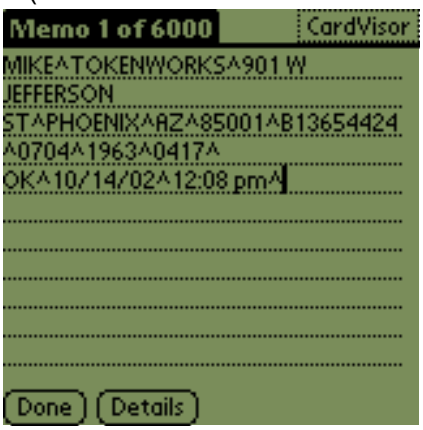
Confirm Password	Mask Records Enabled	Hide Records Enable

Note: This same PIN code can be to 'lock' the system so that turning it back on requires the PIN code. See the Handspring User guide for using this feature. Again,

use the PIN code feature with caution as forgetting the PIN code requires a hard reset which will erase all data in the handheld.

Tip - Appending Notes to Swipe Data via MemoPad

After a license has been swiped, it is possible to add one or more comments that will be uploaded to one or more columns in the Excel spread sheet. This is a great way for CardVisor III & IV clients to mark a customer as a VIP or Banned individual. It is also an easy way to record additional fields such as email addresses or phone numbers. Whenever the Excel import wizard sees the ^ character, it puts the following data into the next column of the spreadsheet. At the end of each parsed string (CardVisor Category Memo), there is the carat character. Just tap the stylus at the end of the line and start making notes. Notes can be made using the keyboard or via Graffiti (see Graffiti chart in this manual).



Insertion point showing cursor after last carat (^) character

Adding data to a Memo entry using the 'Keyboard' instead of Graffiti.

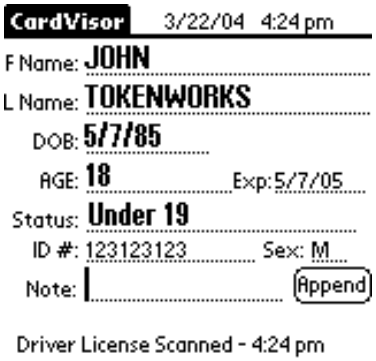
Memo entry after adding 'VIP' to the end of the string

Memo entry after adding 'VIP' & email address to the end of the. Note: '^' character between fields

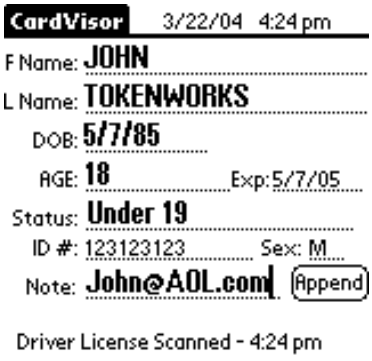
Additional columns can be added to the spreadsheet by appending additional ^ characters. See the Graffiti chart on how to write this character. Note: It is not necessary to have a carat symbol as the last character in the memo. Excel will put the last field in the proper column with or without a carat symbol at the end.

Appending Notes to License Data (CardVisor III feature)

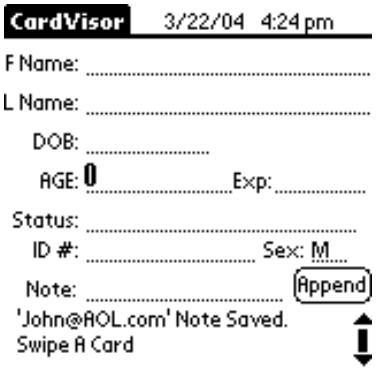
CardVisor III software allows additional notes (up to 80 characters) to be added to the Parsed License Data Memo. This is useful for recording marketing information such as phone numbers and email address or other significant information about an individual.



After License Scan



Input Note (email address)



After hitting Append button – Note Confirmation Message

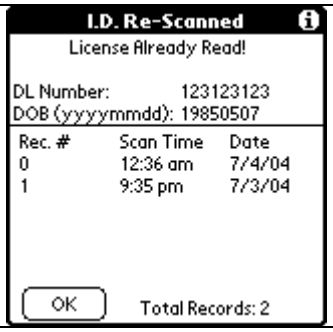
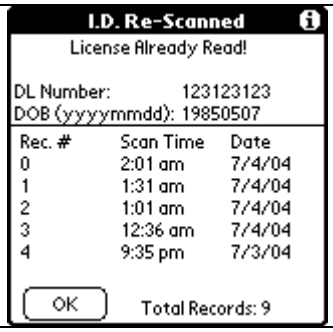
Only one note can be appended to a license that is swiped successively. In other words, if a license is swiped and a note is appended and the same license is swiped again and a new note is appended, the second note will replace the first note. If a multiple field note is desired, then insert the '^' character between each field when inputting the note.

CardVisor IV – Anti Card Pass Back

CardVisor® IV age verification software has all the features of CardVisor III plus an ID Anti-Pass-Back feature. This feature may be used several ways;

- at the front door to detect licenses which are 'Passed-Back' to outsiders,
- at the bar to identify individuals who are consuming too much, or
- at the bar to identify individuals who are purchasing for their underage friends.
- at the front door to confirm returning patrons have paid cover charge.
- helps detect fake IDs which have the same 'cloned' data stripe.

Some clubs use the ID Pass-Back detection to ensure wrist bands or ink stamps have not been transferred from exiting customers. If a customer's ID was scanned when they first entered and were banded/marked, then when they leave & return, an 'ID Pass-Back' alarm should be generated when the ID is rescanned.

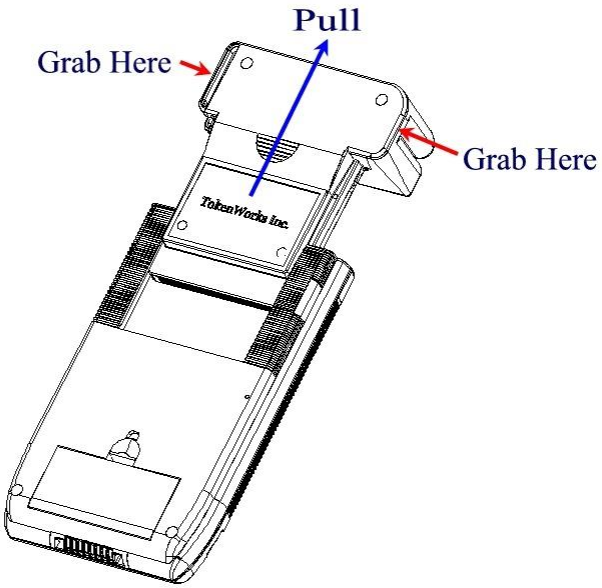
	
Shows license number, DOB with current scan time at the top of the list and previous scans below.	Multiple scans in a short period of time may indicate over serving or drinks are being purchased for underage friends

Automatic Anti Pass-Back Database Management

The database used by the Anti Pass-Back code is automatically deleted after 12 hours of inactivity. In normal operation, this means the database is cleared and ready for use on a nightly basis, assuming no IDs are swiped for 12 hours. This automatic management feature can be over ridden by manually deleting the database from the handheld computer's memory.

Manually deletion of Anti Pass-Back database		
Select Delete from main menu	Select AntiPassBack Database	Confirm Deletion

CardTool Removal



To remove the CardTool, either use the thumb stop on the back of the unit to gradually push it out of the expansion slot or grab the CardTool at the base of the card slot and pull it away from the Handspring Visor in the same plane as the expansion slot. Try not to grab the CardTool by the top and bottom but rather each side at the base of the card slot. Grabbing the top and bottom of the CardTool will generate a force component, which will increase the friction and make it harder to remove. Note: If the Visor is turned off, removal of the CardTool (or any other module) turns the Visor on.

Maintenance and General Care

- The CardTool is not waterproof. Do not expose to rain or moisture
- Do not drop the CardTool or subject it to strong impact.
- Protect it from temperature extremes. Do not leave on the dashboard of a car on a hot day and keep it away from heaters and other heat sources.
- Do not store or use your CardTool in any location that is extremely dusty, damp or wet.
- Ensure the magnetic heads are occasionally cleaned with commercially available magnetic cleaning cards.
- Clean exterior of case with a dry lint free cloth and do not use abrasive cleaning products.

Resetting the Handheld

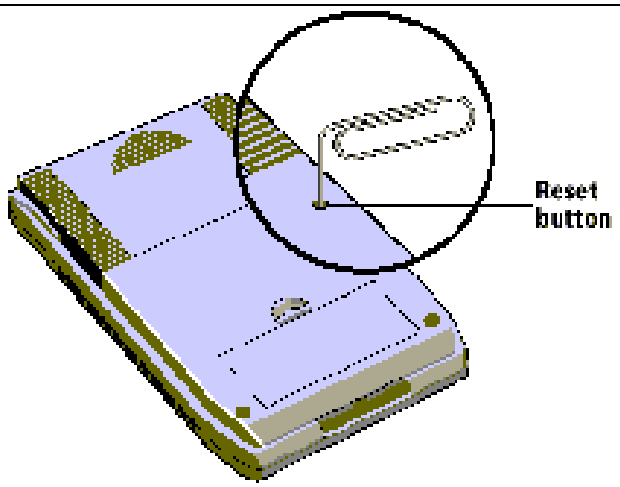
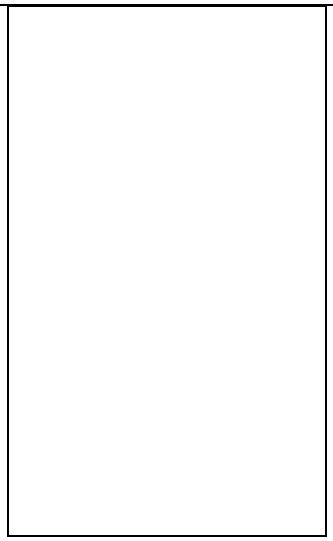
Under normal circumstances, you will not have to use the reset button. On occasions, however your handheld may no longer respond to buttons, cardswipes or screen taps. In this case, you need to perform a reset to get your handheld running again.

Performing a soft reset

A soft reset tells the handheld to stop what it's doing and start over again. All records and entries stored in your handheld are retained with a soft reset.

If the handheld is mounted in the bar code reader cradle, it must be removed to perform the reset operation.

Unfold a paper clip (or similar object *without* a sharp tip), to gently press the reset button inside the hole on the back panel of your handheld. After a soft reset, the General Preferences screen will display the current time and date. Make sure the date/time is accurate before proceeding. Remove and re-insert the CardTool reader to re-associate the Date Book button with the CardVisor application. Then press the Date Book button and swipe a card.

Inserting Paper Clip into Reset Hole	Location of Reset Hole – Visor Edge
	

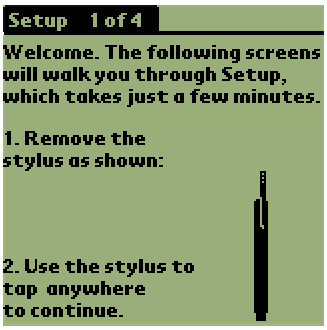
Performing a Hard Reset

Warning: A HARD RESET WILL ERASE ALL TRANSACTION DATA

Don't perform a hard reset unless the soft reset has not worked and you've backed up your data, or you're willing to lose the transaction data. If the handheld is mounted in the bar code reader cradle, it must be removed to perform the reset operation.
To perform a hard reset:

1. Hold down the power (on/off) button on your device. The power button on Visor organizers is on the front.
2. While holding down the power button, turn over your device so that you can see the back of it. Using an unfolded paper clip or a similar small blunt-tipped object, gently press the reset hole on the back of the PDA.
3. When the device's screen displays the Palm Computing Platform logo, release the power button.

4. A message will appear warning that you are about to erase all the data stored on your handheld. In response, do one of the following:
   - Press the up scroll button on the front panel of your handheld to complete the hard reset, erasing everything on your device
     or
   - Press any other button to begin a soft reset, leaving your data intact.
5. Your device will then take you through a series of screens to calibrate the digitizer and verify the time and date.


Setup 1 of 4
Welcome. The following screens will walk you through Setup, which takes just a few minutes.
1. Remove the stylus as shown:
2. Use the stylus to tap anywhere to continue.

Note: A hard reset does not delete the current date and time. It does restore other settings to the factory default. .

Battery Life for Handheld Computer

The CardTool uses the battery power from the Handspring Visor™ Edge handheld computer. There is a Li-Ion battery inside the Visor Edge handheld that maintains the memory when external power is removed (i.e. when the Visor Edge is removed for the bar code reader cradle for HotSyncing). If fully charged, this memory will power the unit for about 1 week. To preserve the transaction memory, make sure the unit remains connected to the wall power supply.

If the batteries become low, an alert appears on the handheld screen describing the low battery condition. If this alert appears, immediately reconnect the unit to power and make sure the power button on the Visor Edge starts flashing green. This indicates the unit is being powered.

Note: If you leave your handheld for an extended period of time with out power, you will lose all of the stored data. The CardVisor ID Scanner program is stored in non-volatile memory and will NOT be lost but the transaction logs will be. HotSync the handheld to preserve this transaction data.

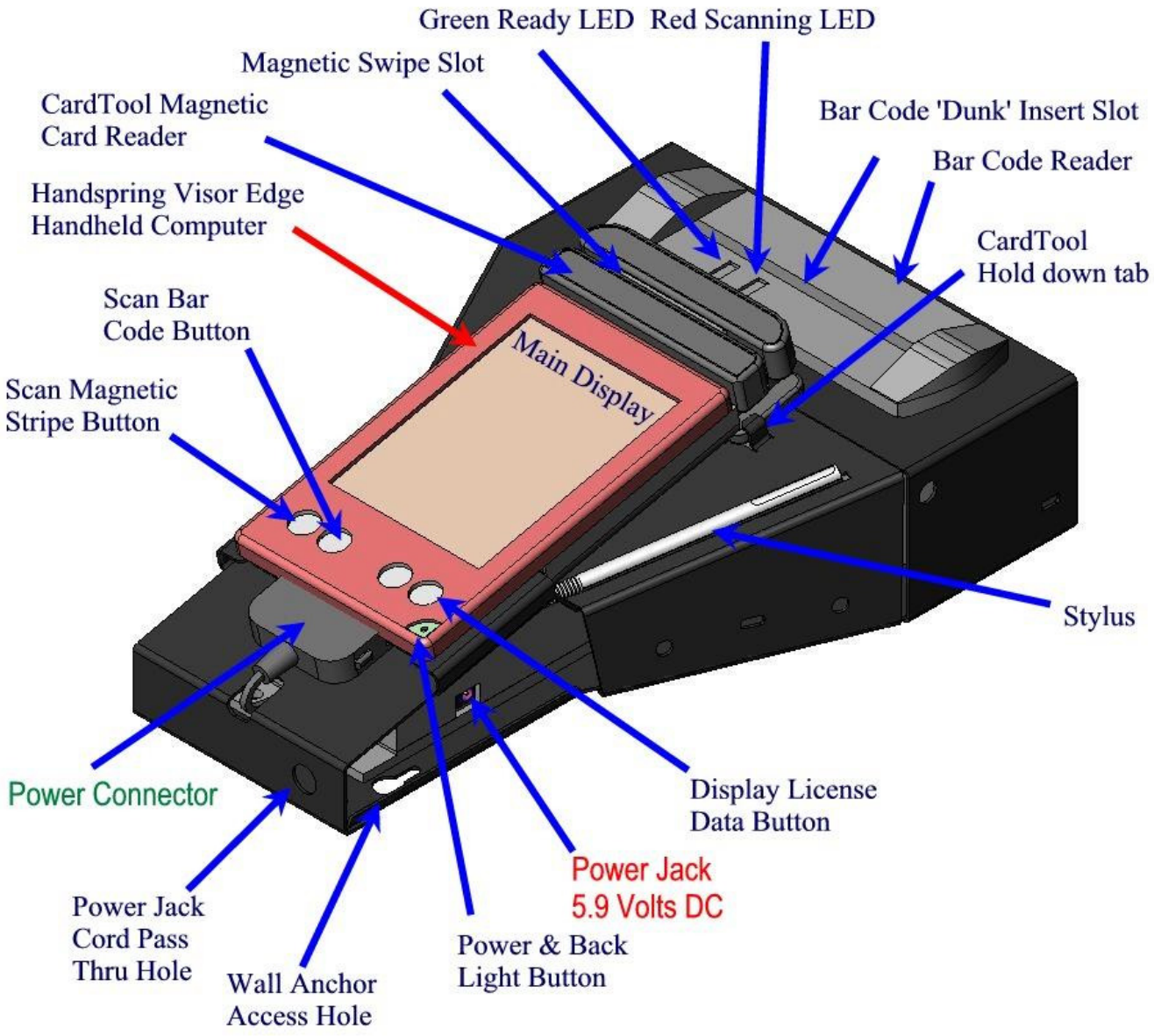
ID Scanners with Visor Edge handheld & non-portable bar code reader

This section applies to customers using the Bar Code Reader Cradle. This version of the Bar Code Reader Cradle does not have a built in battery and must be powered from the AC adapter

Models: CV_II_BC_Edge, CV_III_BC_Edge, CV_IIV_BC_Edge

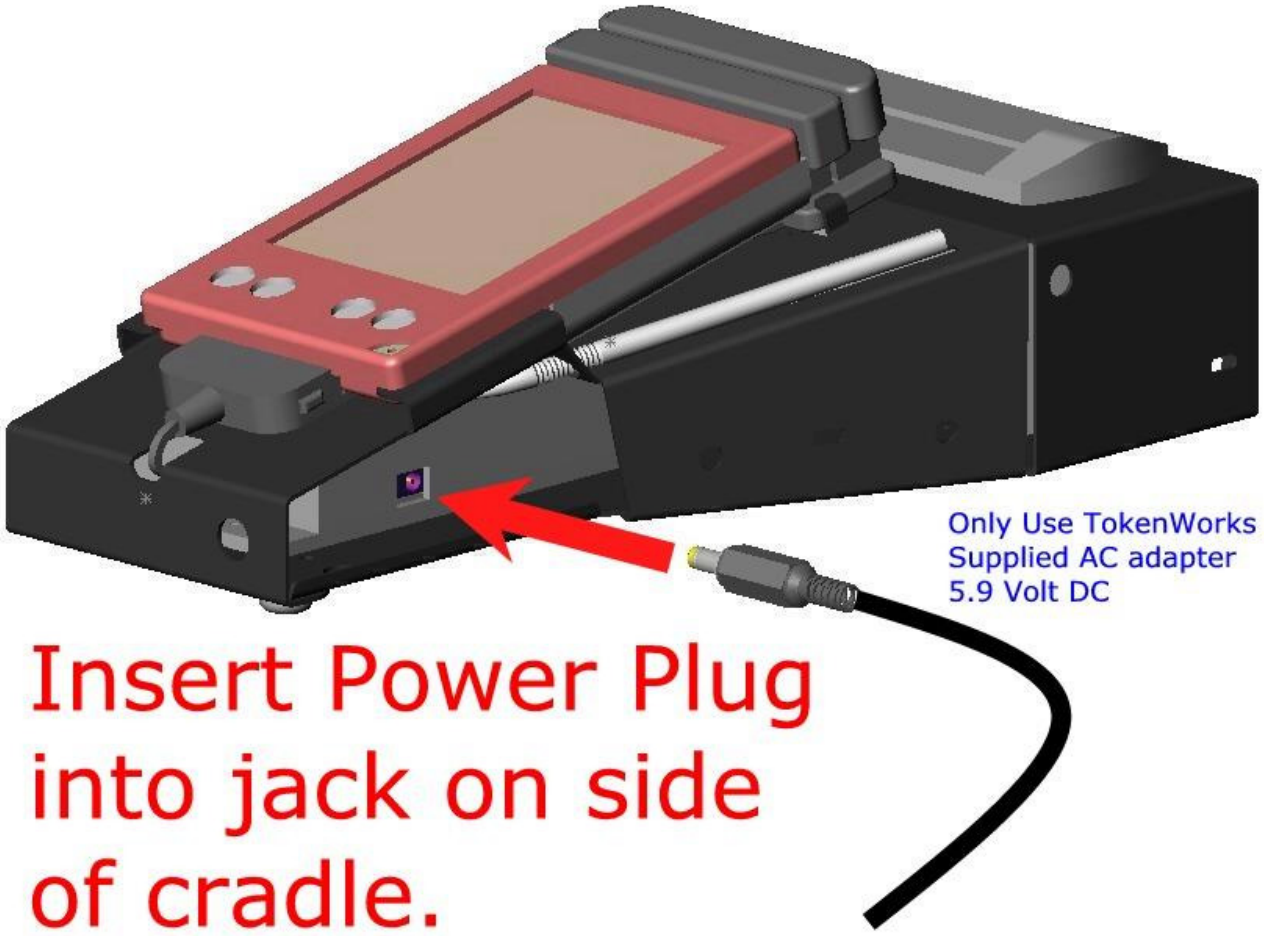
CardVisor® software loaded into the CardTool® Reader, a Handspring™ Visor™ Edge handheld computer, Bar Code Reader Cradle with AC adapter, a USB Hotsync™ charging Cradle, Palm™ Desktop application for Windows™ or Macintosh™, CardVisor CD and documentation.

Parts Diagram – Edge Bar Code Reader Cradle non-portable



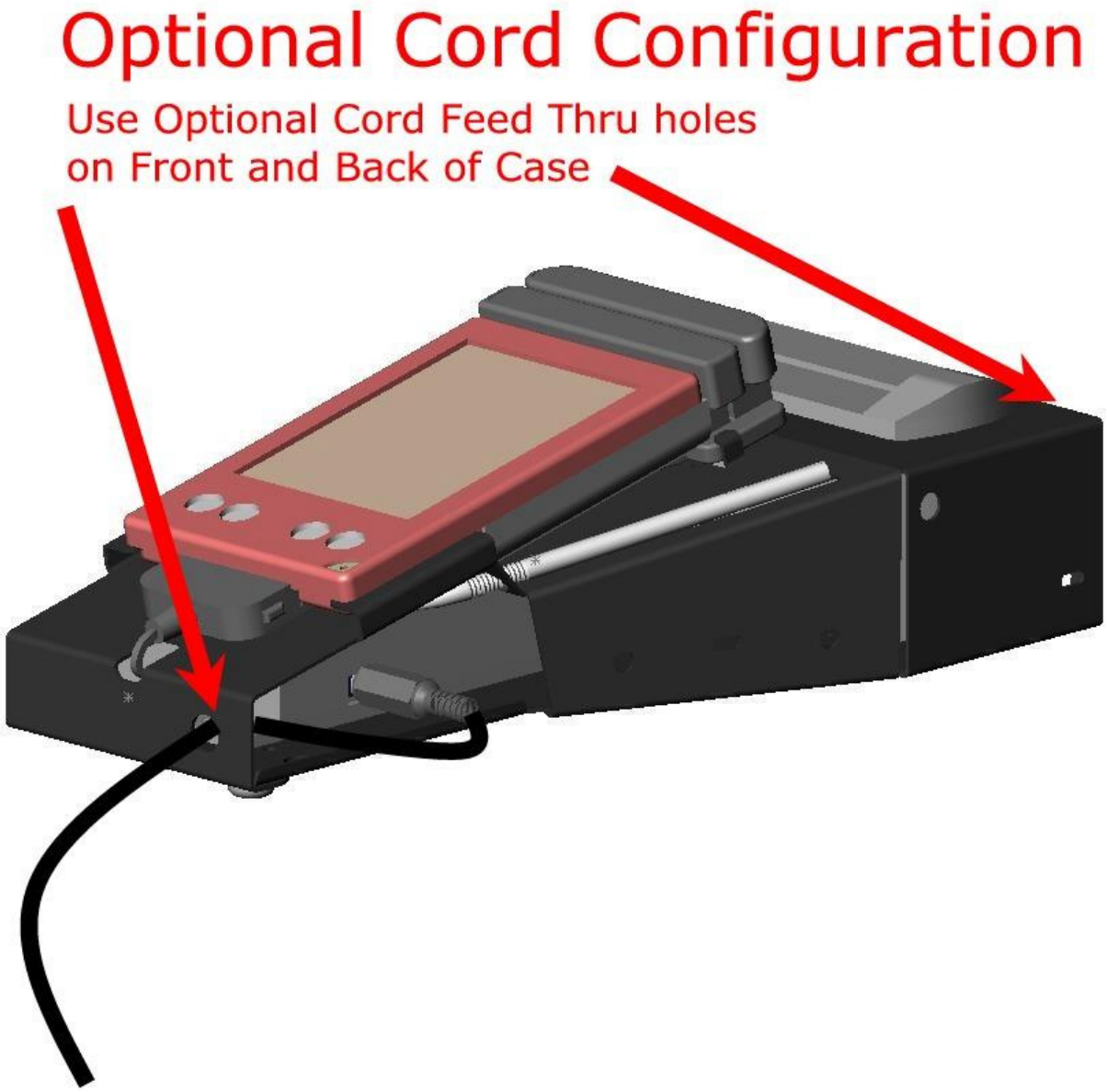
The power button on the Visor Edge will flash green while charging and remain green with fully charged.

Connecting Power Supply



Insert Power Plug into jack on side of cradle.

There are two holes in the metal bar code reader cradle which provide a convenient means for the power cord to pass thru the metal case. Shown below is an example using the front pass thru hole. There is one in the back of the case as well.



How to scan a Driver's license with a 2D Bar Code

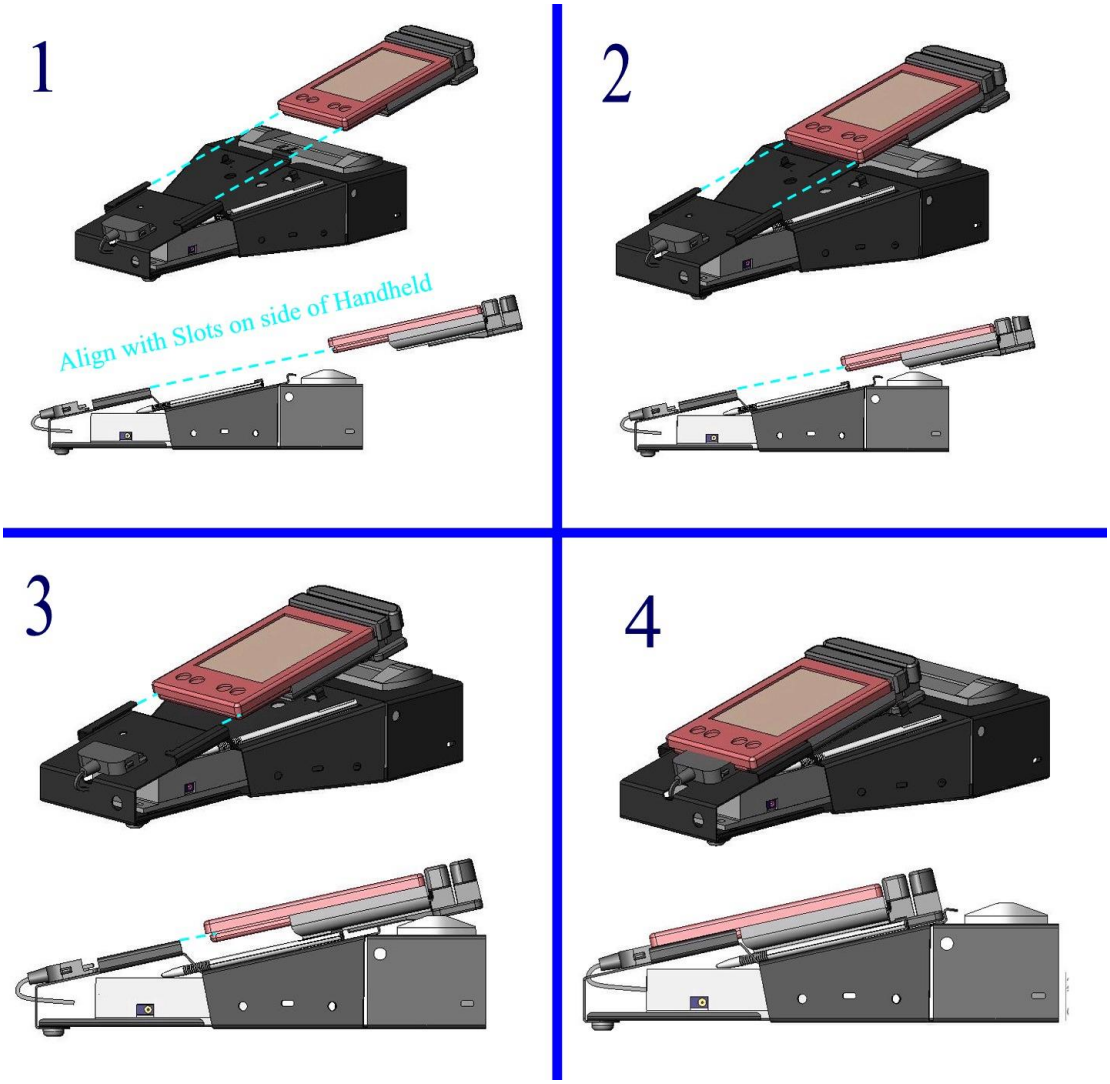
Magnetic Stripe
2D Bar Code
Swipe Magnetic Stripe
Drivers License with
Stripe facing PDA
'Dunk' 2D Bar Code Drivers License
here with Bar Code facing PDA
2D Bar Code
Magnetic Stripe
Swiping Magnetic Stripe DL
1.) Press Date Book button
2.) When 'Swipe A Card' message appears
3.) Swipe DL with Stripe facing you
4.) Dispaly will update
Scanning 2D Bar Code DL
1.) Press Address button
2.) Wait for green LED on Bar Code reader
3.) 'Dunk' DL into with Bar Code facing PDA
4.) When red LED stops flashing,remove DL
5.) Dispaly will update
License Data
1.) Press MemoPad button
2.) Tap on record for details

How to scan a Driver's license with a 2D Bar Code

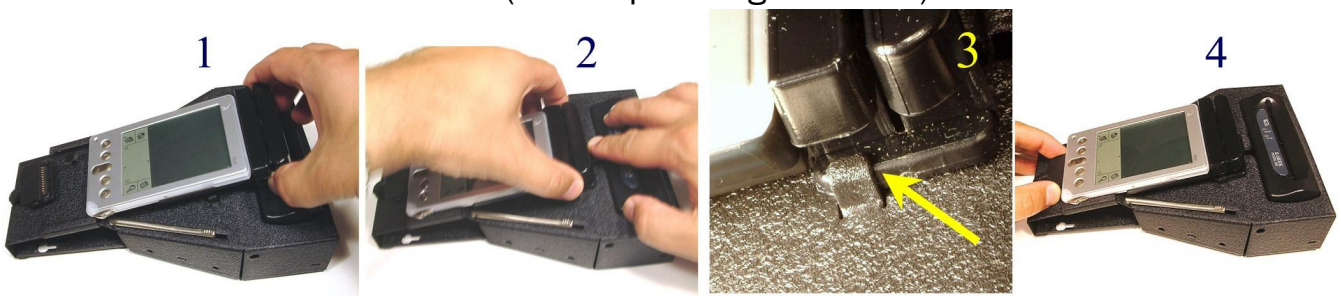
1. Press the Address Button (see figure) - CardVisor Bar Code application will display 'Scan a bar code license' at the bottom of the screen and the Red & Green LEDs will light on the bar code scanner and it will sound 3 beeps.
2. Wait for the Red LED to go off and just the Green LED to be lit.
3. Insert the Driver's license into the bar code reader 'dunk' slot with the bar code facing the PDA. Make sure the license is fully inserted.
4. The Red LED will start flickering. Wait for the Red Led to stop flickering and remove the license with a smooth continuous motion.
5. If the card was decoded properly, the bar code reader will beep and shortly thereafter the display will update. If not, try inserting & removing the license until you hear the single good read beep. *Tip: Try a scans to get the feel and timing of the bar code reader. It isn't always necessary to wait for the Red LED to stop flickering. The scan time depends on the amount of data and the condition of the bar code. Some licenses can be read as fast as the license can be fully inserted and withdrawn.*

Installing Handheld into Bar Code Reader Cradle

1. Make sure the CardTool Magnetic Card reader is already installed in the expansion slot of the Handspring Visor PDA.
2. Align the slots on the side of the handheld with the raised rails on the bar code reader cradle (see step 1 in figure below)
3. Insert raised rails into slots on side of handheld (step 3 in figure below) and slide handheld towards front.



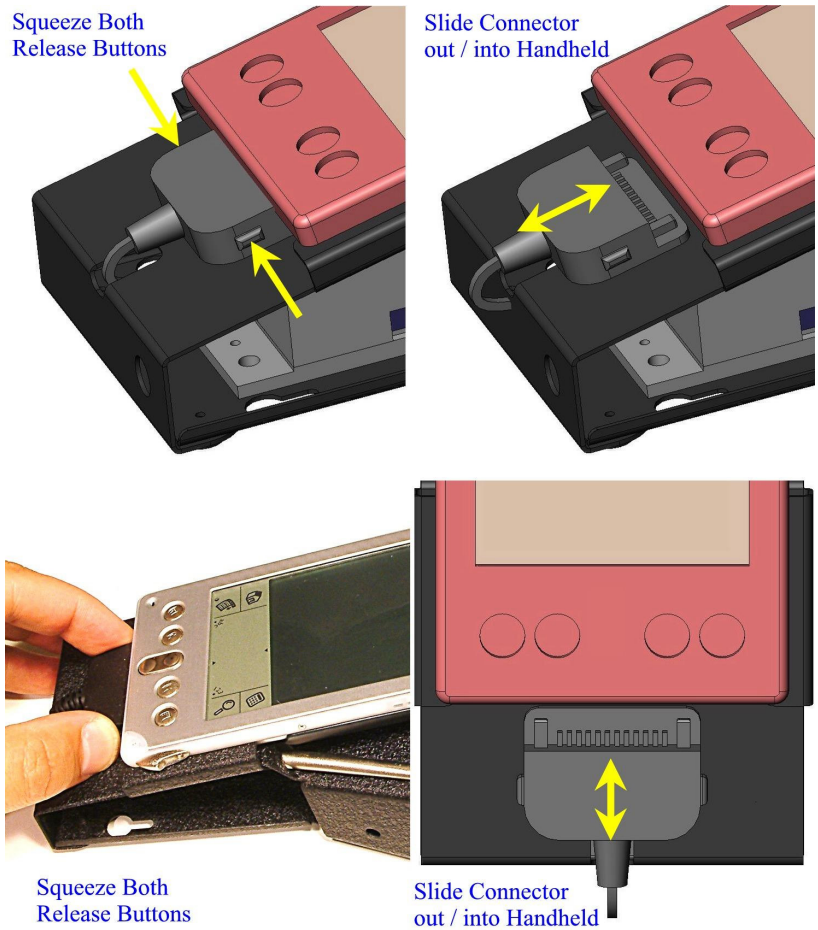
4. Slide handheld along rails until raised tab (see step 3 in figure below) on bar code reader is visible. Then slide base of CardTool reader below raised tab.
5. Reconnect Power Connector (see step 4 in figure below).



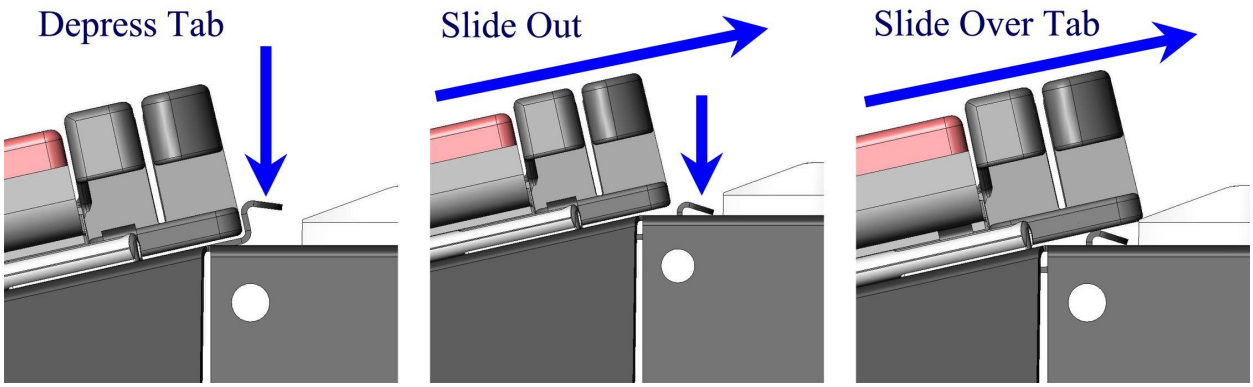
Removing Handheld into Bar Code Reader Cradle

1. Release and Disconnect the Power connector (step 1 in *Removing Handheld from Bar Code Reader Cradle Diagram* and *Removing and Connecting Power Connector Diagram* below.).
2. Press down on *locking tab* so that CardTool reader can slide over it (see step 2 in *Removing Handheld from Bar Code Reader Cradle Diagram* and *Releasing Locking Tab Diagram* below)
3. While holding down *locking tab*, slide handheld back towards bar code reader. See step 3 in *Removing Handheld from Bar Code Reader Cradle Diagram* and *Releasing Locking Tab Diagram* below.

Removing Handheld from Bar Code Reader Cradle Diagram



Removing and Connecting Power Connector Diagram

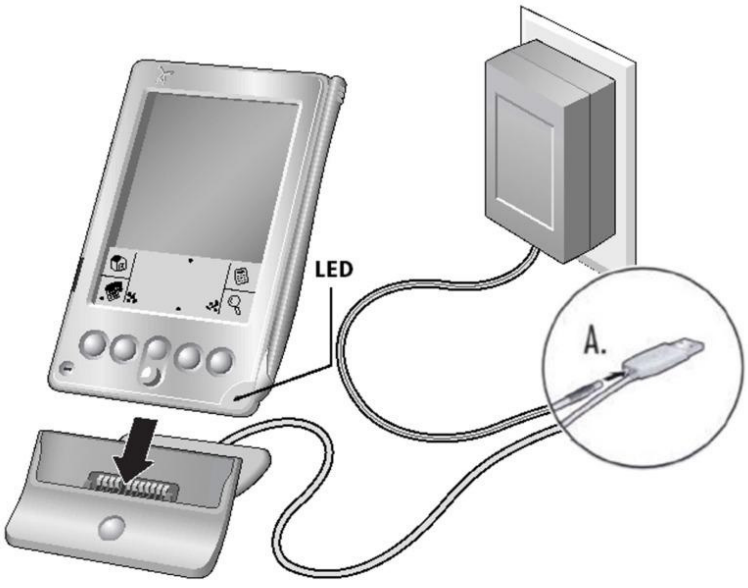


Releasing Locking Tab Diagram

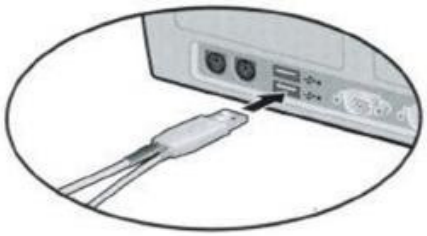
HotSyncing

To HotSync the data, you must first install the Hotsync software on the Green Handspring CD. See the *CardVisor Software User Manual* for step by step instructions.

Shown below is how to connect the handheld to the charging HotSync cradle, after it is removed from the bar code reader cradle.



Note: The LED blinks while your handheld charges. When the LED stays on, your handheld is charged. It takes about 90 minutes to fully charge a drained battery.



Connect the USB cable to the USB port on the back of the computer.

It is advisable to remove the wall power supply from the bar code reader cradle and connect it to the back of the USB connector during HotSyncing operations. It is the same power supply.

Trouble Shooting – Handheld Computer & Magnetic Stripe Reader Problems

Problem	Possible Problem	Possible Solution
Unit does not power up after pressing front buttons – Screen Blank	Visor is stuck in power down mode	Try soft reset (See the Resetting the Handheld section above for additional details)– remove from the bar code reader cradle and turn over Handspring Visor so that you can see the back of it. Using an unfolded paper clip or a similar small blunt-tipped object, gently press the reset hole on the back.
	Batteries are low or dead	Connect external power. If this does not work, leave on charger for 30 minutes and try a soft reset. If this does not work, place unit in Hotsync cradle with power connected and try soft reset. If unit still does work, try hard reset. See the Resetting the Handheld section.
	Hardware failure	Contact TokenWorks Technical support. Note: if Handspring Visor not purchased from TokenWorks, then contact Handspring technical support at www.handspring.com
CardVisor is not decoding swiped cards - *"swipe again"* displayed	Magnetic stripe is dirty	Clean stripe with soft cloth.
	Magnetic Card may be damaged	Try another card.
	CardTool is hung	Run Reset menu item from main menu. If still experiencing problems, perform soft reset with stylus or paper clip. See the Resetting the Handheld section.
	Magnetic Card may be miss-aligned during card swipe	Ensure card is being held flush to base of card track during swipe. Try swiping at different speeds, in a different direction, holding the card at different locations, or changing the orientation of the Handspring.
	Firmware memory requires reflash	Remove and reinsert CardTool reader. If CardWelcome application automatically reflashes firmware, then this probably will resolve the problem. If not, Remove and reinsert CardTool reader again. Do not hit OK button to launch CardVisot but instead, select pull-down menu icon (below house icon in graffiti area), and tap on 'reflash now' menu item. This will force a firmware reflashed.
CardVisor does not respond to card swipe and does not display '*Swipe A Card*' message when first launched.	Firmware memory requires reflash	Remove and reinsert CardTool reader. If CardWelcome application automatically reflashes firmware, then this probably will resolve the problem. If not, Remove and reinsert CardTool reader again. Do not hit OK button to launch CardVisot but instead, select pull-down menu icon (below house icon in graffiti area), and tap on 'reflash now' menu item. This will force a firmware reflashed.
	CardTool is hung	Run Reset menu item from main menu. If still experiencing problems, perform soft reset with stylus or paper clip.
CardVisor application not visible on Main application launcher screen	Category not set to All or unfiled.	Select All or unfiled in the top right corner of the screen.
CardVisor does not launch when Date Book button is pressed	Date Book button not associated with Cardvisor Application	Tap *Applications Icon* and then tap on *CardWelcome* application on main screen OR Remove and Reinsert the CardTool reader. This will automatically associated the CardVisor application with the Date Book and Address Buttons (Address Button is for bar codes version only)
Swipe data not displayed in MemoPad Application	The MemoPad Category is set to display only personal or business memos.	Change Category to 'All' or 'CardVisor.' To see Unparsed license data, set category to 'RawData'

Trouble Shooting – Bar Code Reader Cradle Problems

Problem	Possible Problem	Possible Solution
Bar Code Reader does not turn on when power is applied	Power not connected correctly	Remove and re-insert wall adapter plug into bar code reader cradle power jack. Green LED on bar code reader cradle should light and Green LED on handheld should flash.
	No power at AC outlet	Move unit to another outlet and try again
	AC wall adapter failure or hardware failure	Contact TokenWorks Technical support
Bar Code Reader does not decode license – No beep after withdrawing license from reader.	Bar Code is dirty	Examine bar code for scratches, dirty and clean with soft cloth.
	Bar Code is damaged	If sufficiently damaged, it may be impossible to read. Try another license
	License skewed / tilted during insert	Try reinserting and removing license while ensuring it goes in and comes out without tilting or skewing card.
	License withdrawn from reader too soon.	Wait for red LED to stop flashing before withdrawing license.
	No 2D bar code or 2D bar code not facing PDA	Make sure there is a 2D bar code and that it is facing the PDA. A 2D bar code looks like this: D E M O
	Foreign object in slot	Try to clear objects by holding reader upside down and gently shaking. Do not insert metal objects or other objects to clear slot!
	Reader is broken	Contact TokenWorks for support

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Age Verification Calculation Limitations

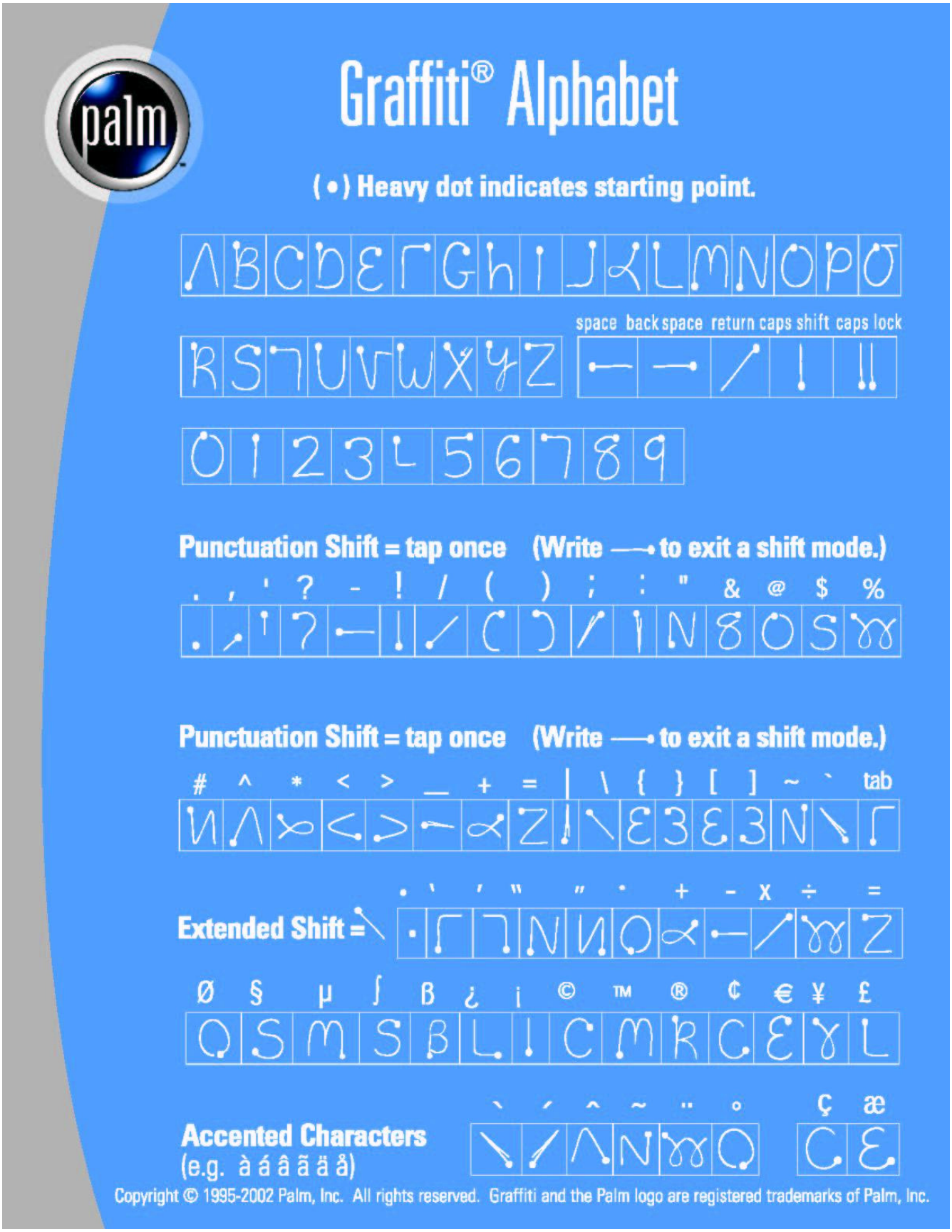
The CardVisor application is warranted to read the date of birth information encoded on the machine-readable (magnetic or 2D bar code) stripe and display the current age based on current date/time information contained in the handheld computers real time clock (RTC). It will also read other information on the stripe and present it to the operator. It should be understood that the displayed age may differ from the actual age of the person presenting the card for any one of a number of reasons. Among the most likely are:

- the card does not belong to the person presenting it,
- the encoded machine-readable stripe has been altered,
- the date of birth presented to the issuing authority was misrepresented,
- the issuing authority mis-encoded the date of birth on the card,
- the handheld computer real time clock is not set to the current date/time.

The above list of reasons is not exhaustive.

State and Local Privacy Laws, Ordinances or Rules

Some states and local government units regulate who, how and what information from a driver's license can be electronically viewed or recorded. Check with the authorities in your jurisdiction before using the CardVisor product. Purchaser is wholly responsible for insuring full compliance with the laws of the jurisdiction wherein the product is to be used. TokenWorks fully disclaims any liability for any loss, damages or untoward circumstances that may arise from the inappropriate use of the product or of the data retrieved through its use.


Graffiti® Alphabet
(•) Heavy dot indicates starting point.
space
backspace
return
caps shift
caps lock
Punctuation Shift = tap once (Write → to exit a shift mode.)
. , ' ? - ! / ( ) ; : " & @ $ %
Punctuation Shift = tap once (Write → to exit a shift mode.)
^ * < > _ + = | \ { } [ ] ~ ` tab
Extended Shift =
. ' ′ ″ ‴ • + - x ÷ =
Ø § µ ∫ ß ¿ ¡ © ™ ® ¢ € ¥ £
Accented Characters
(e.g. à á â ã ä å)
` ´ ^ ~ ¨ ° Ç æ

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Checking IDs

TokenWorks provides the CardVisor ID scanner to automate and document the ID checking process for purchasing age sensitive products (Tobacco/Alcohol).

The number one cause for citations, according to enforcement officers, is mental errors such as failing to check an ID or making a math error when calculating the age from the date of birth. In a busy retail environment, it is easy to understand a new or tired clerk/server skipping important steps or making calculation errors.

Recording the ID data, ID status (OK, under21, etc.) with a date/time stamp provides an affirmative defense for organizations cited for serving a minor. Several states have affirmative defense legislation which helps defend an organization's liquor license if an ID scanner was used.

The CardVisor ID scanners will help detect some fake or altered IDs. Just having one will cause some people to think twice about presenting such an ID. For example, the ID scanner will help detect if the printed date of birth or expiration date has been altered using ink (e.g. changing a 3 to an 8) by reading the unaltered date encoded on the data stripe and display an underage/expired warning. Another possibility is the encoded data stripe doesn't match the printed data on the front of the license (e.g. John Smith is printed on the front, but Mary Jones is encoded on the stripe). In this case, the ID scanner will NOT produce a warning but an operator who is cross checking the displayed versus printed data should notice the discrepancy.

However, fake IDs are like counterfeit money in that if the person creating them has sufficient skill and resources, it is extremely difficult to detect without proper investigation resources. Merchants serving age sensitive products are expected to make a reasonable effort when checking IDs and using an ID scanner is a significant indicator of such effort. That is why many states have affirmative defense legislation for merchants who use an ID scanner.

Cross Check Data

Always cross check the data displayed on the scanner versus what is shown on the front of the ID. Some fake IDs have a 'cloned' or copied data stripe from another person who is over 21 years old.

The "F.E.A.R." method of carding from the PA Liquor Control Board.

1. FEEL FOR:
   * Glue line or bumpy surfaces by the picture or birth date.
   * Pin holes on the surface.
   * Thickness of an ID. If it's been re-laminated, it may be thicker.
2. EXAMINE:
   * The photo and physical description. They should match the person handing you the ID.
   * The expiration date. You CANNOT accept an expired ID.
   * The birth date. Do your math. Are they 21?
   * Whether or not the ID is a duplicate. If it is, ask for another form of ID.
   * The state logo. If it's partially missing or appears altered, the ID might be fake.
   * The hologram. Is it a genuine hologram or a basic hologram added to a fake ID?
   * The card's reverse side lettering. Some ID-makers neglect the back side of the ID. Look for blurred lettering or a cut out piece of paper.
   * Whether it is an out-of-state license. Use an ID checking guide when you're looking at an unfamiliar license.
3. ASK:
   * About basic information on the card, such as the birth date, middle initial, zip code, age, etc.
   * For a second form of ID. People with fakes rarely carry back-up identification.
   *
4. RETURN:
   * If you are satisfied that the proof of age is valid, you may permit the individual to be served.
   * If you're not convinced, however, do not serve them.